

The registration renewals process – the way forward

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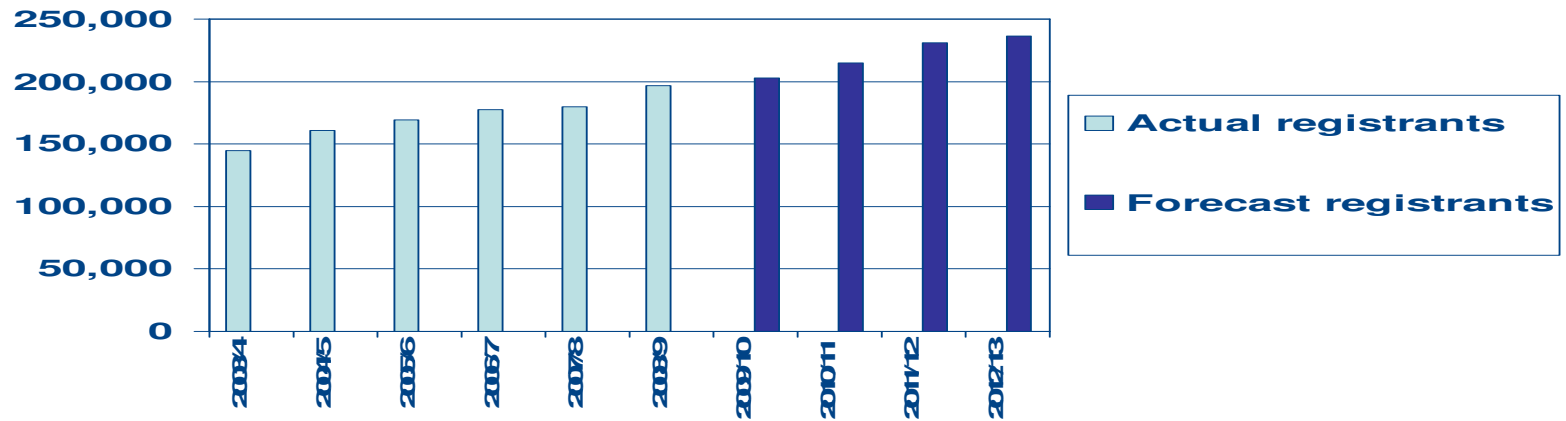
Key Assumptions

Volume predictions have been made using information from the document, Projected registrant numbers : 2008 – 2013.

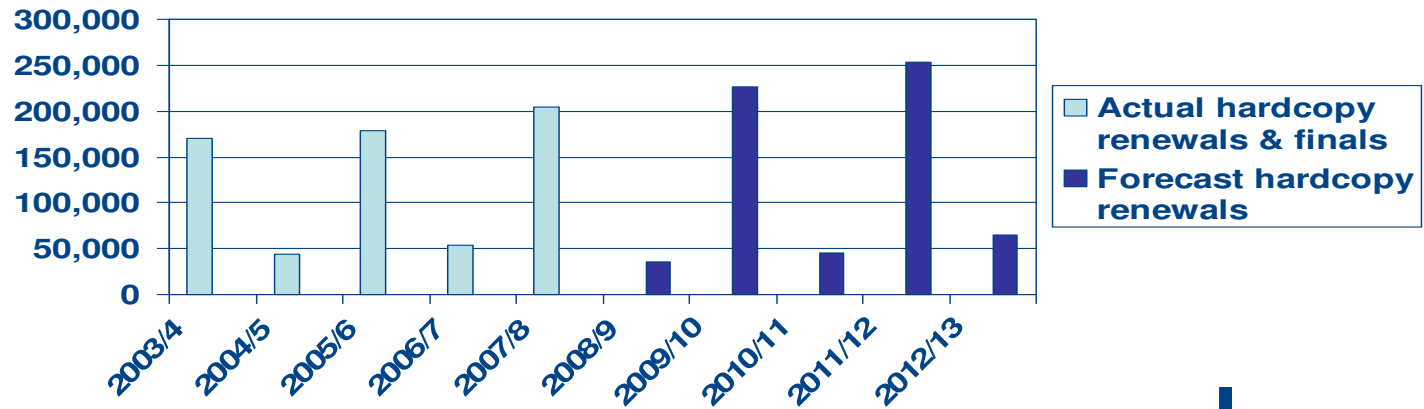
- Net increase of 9% in registrants in 2008/2009, 3% in 2009/2010, 6% in 2010/2011, 7% in 2011/2012 and 2% in 2012/2013 based on
 - HPC regulates hearing aid dispensers in April 2009, practitioner psychologists in July 2009, Healthcare scientists group one in 2010/11 and counsellors and psychotherapists in 2011/12
 - 30% of registrants are sent a final notice in their renewal cycle
 - 2.5% of registrants leave the register in years where they are not in renewal; 6.5% of registrants lapse at the end of the professional cycle
- Continuing professional development (CPD) assessments starts from June 2008 at 5% for two professions and is planned to be stepped down to 2.5% for the other 11 professions in April 2009.
- And other assumptions made in the paper Projected registrant numbers 2008-2013 forecast that came to the Finance and Resources Committee on 20th November 2007 (FRC 120/07)

**Where do we see the registration
work profile in 5 years?**

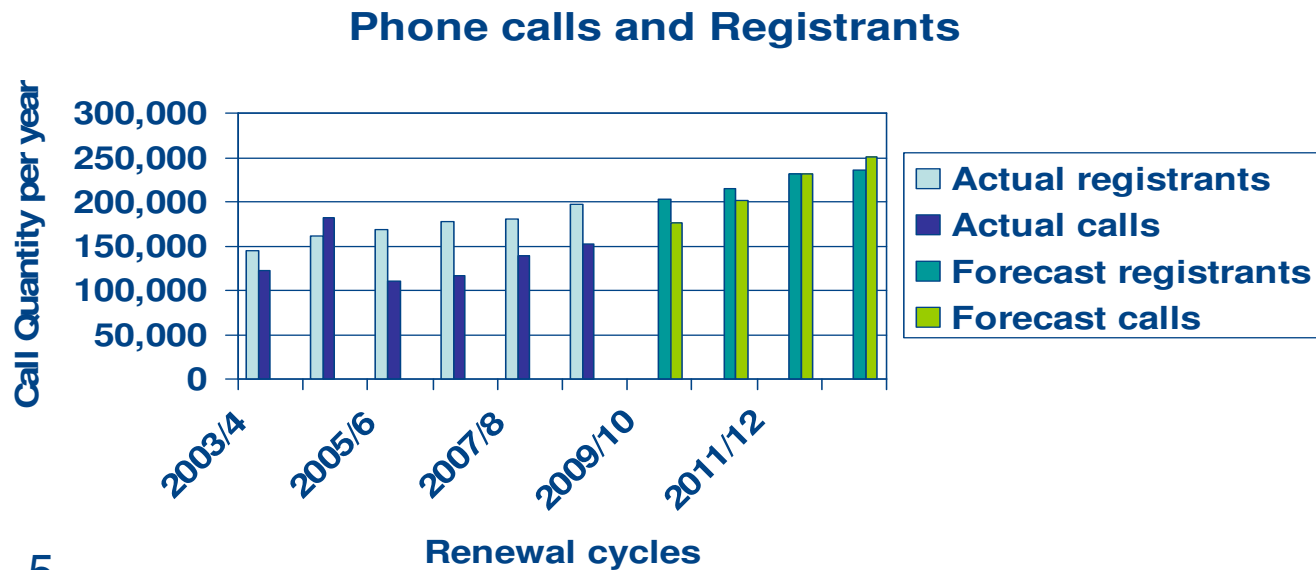
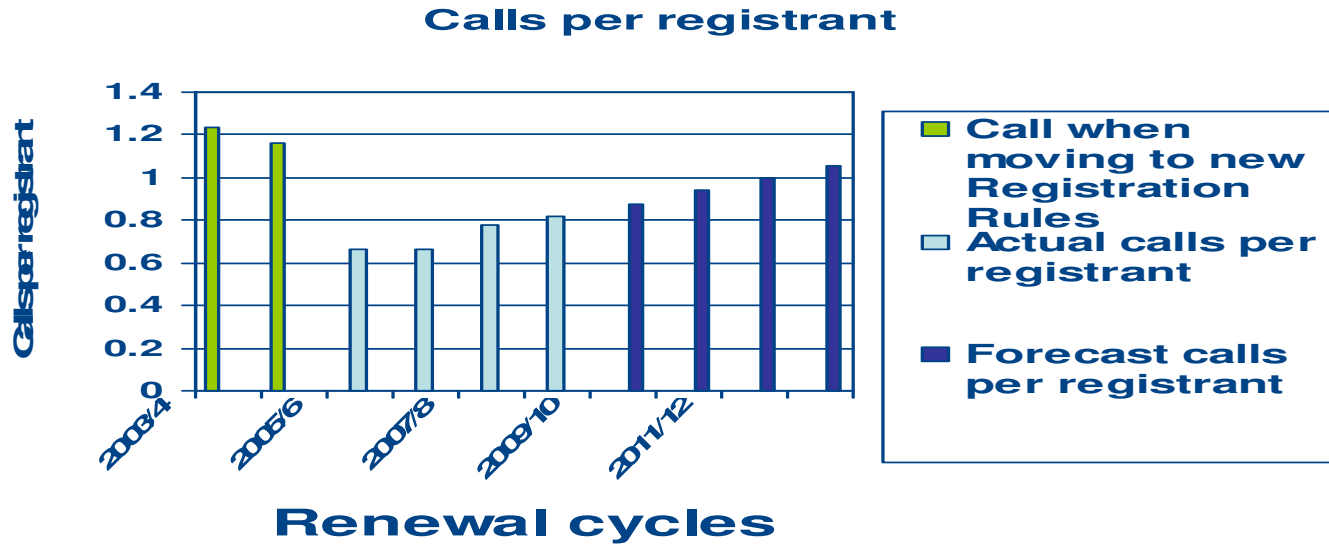
As the register grows, we will need to process more and more renewal notices and final notices, within the renewal cycle.



Hard copy renewal notice printing

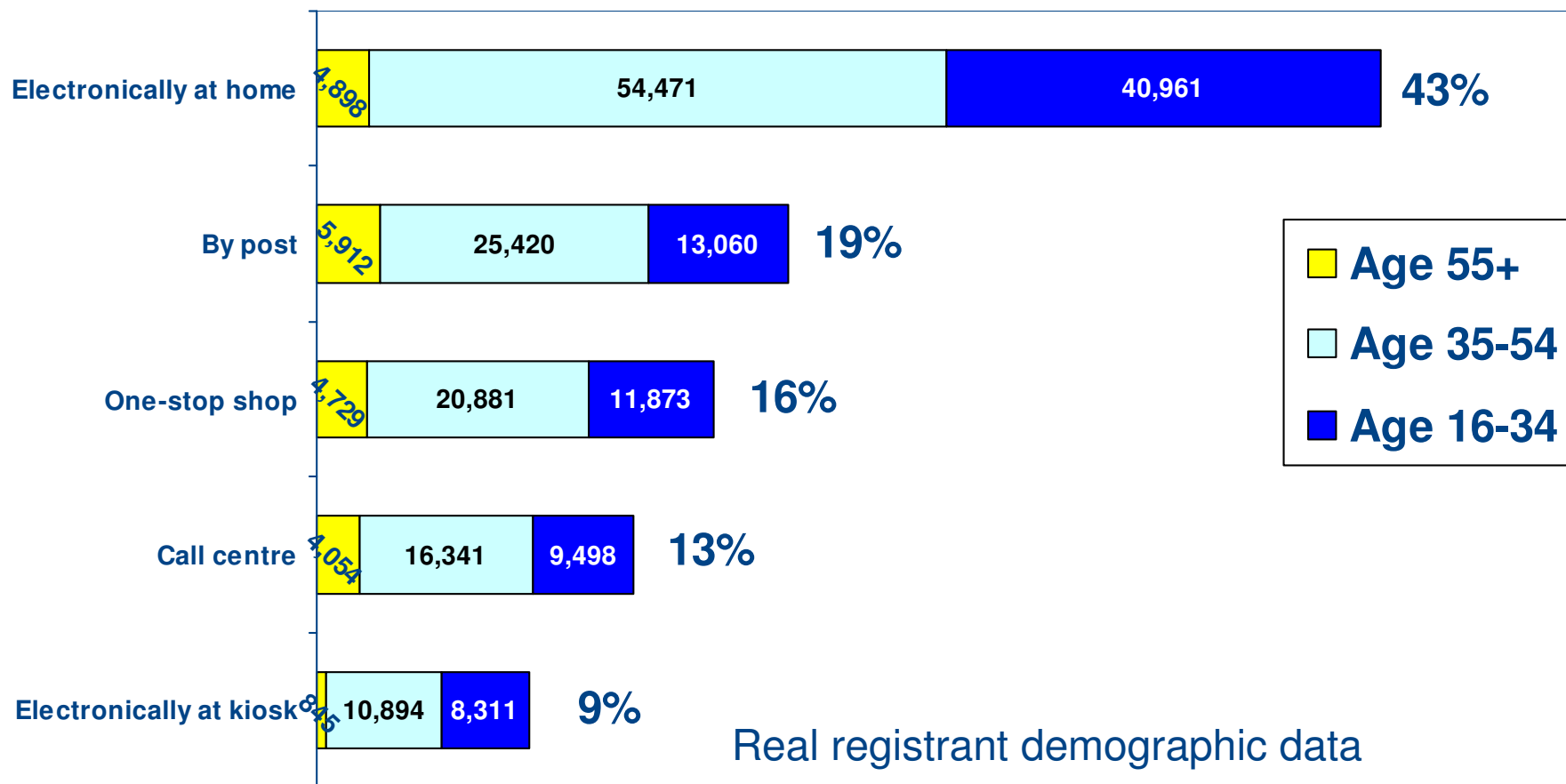


Ratio of calls per registrant increasing and registrants numbers are increasing year on year.



What will registrants expect from HPC in the future?

The public expects that more and more services will be provided on-line, and prefers to use the internet as opposed to post, call-centre or offline mechanisms.



Real registrant demographic data
 Based upon Suffolk / Lambeth
 Contact preference survey

See [reference section](#) for more detail

What are the market / commercial trends about the provision of on-line services?

The commercial sector is investing heavily in online activities to cater for the increased customer demand

- Tesco's 2007-8 results show that on-line sales growing faster than "in-store" sales In store sales up 6.7%; trading profit up 7.1% (after US & Direct initial losses) , **on-line sales up 30.9%**, profit (pre-Direct initial losses) up 49.2%;
- Argos/Homebase (Home Retail Group) is the 3rd most searched for retailer on-line, after Amazon and eBay
- Argos/Homebase (Home Retail Group), have seen a **35% growth** in on-line reserve services in the last year
- Argos/Homebase (Home Retail Group) are increasing numbers of product lines added to their website by **30%** compared to last year
- In 2007, **15% of all UK sales** are via the internet (IMRG/Cap Gemini report quoted May 2008 in New Media Age)
- 26% of over 70's using the internet use it for paying bills
- 9% of over 70's using the internet for on-line shopping

See reference section for more detail

A history of continuous improvement in Registrations

Since HPCs inception, Registrations has been making system, process and people developments to improve our customer service, whilst implementing additional regulatory requirements

April 2002 - July 2003	Develop new registration system
July 2003	Roll out new, registration, renewal, grandparenting, internal, EEA, UK application processes under Health Professions Order 2001
June 2004 – August 2004	Local Anesthesia /Prescription Only Medicine entitlement validation
Dec 2003 - Sept 2004	Regulation of Operating Department Practitioners
Feb 2005 - June 2005	Authentication card included with renewal certificates
April 2005 - July 2005	Intelligent Character Recognition
July 2005	Grandparenting window closes for 12 professions
	Registration moves into Operations Directorate
October 2005	Lapsing letters to employers
Feb 2006 - July 2006	Returners to practise
April 2006	Implementation of supplementary prescribing
September 2006	Grandparenting window closes for Operating Department Practitioners
Sept 2006 – May 2007	Contact centre management training for customer service managers
October 2006 - June 2007	On-line multiple registrant search
Feb 2007 – Jan 2008	Customer service training for registration advisors
April 2007 – March 2008	Finance system upgrade to Sage 200
April 2007- March 2008	Application server upgrade

April 2007 – on-going	Equality & diversity
April 2007 – April 2008	Develop on-line contact management
April 2007 - June 2008	Develop CPD system
June 2007	Renewal and final notice form review
	Change of fee structure
	Change registration certificate
	Certified copy of identity documents for applicants
July 2007	Implement of intermediate lapsing
Sept 2007	Merge two Registrations departments together
October 2007	Develop temporary registration regulation system
April 2008	Relocate Registrations department to one single floor

On-line renewals is the next major improvement

April 2008 – April 2009 Develop on-line renewals

On-line services

For Council & committee members : the Extranet

Council & committee member extranet on-line resource to share information such as private papers, standing orders, travel expense procedures etc.

hpc health professions council

Extranet Logout

home > Welcome to the HPC Extranet

Welcome to the HPC Extranet

The HPC extranet is a way for groups associated with HPC to share information.

- [News](#)
- [Messageboard](#)
- [Travel and expenses](#)
- [Council members](#)
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Park House, 184 Kennington Park Road, London, SE11 4BU, +44 (0) 20 7582 0866, [Data protection & F.O.I.](#) Design & Technology by [Reading Room](#)

•If you don't have a password, please speak to Steve Rayner

For registrants : on-line contact management

We are currently rolling out an on-line system to allow registrants to update their address, telephone numbers and email addresses electronically.

- Phase 1 – Rolled out to OR's October 2007, 28 enrolled
- Phase 2 – Starting mid June 2008 we will be rolling out activation codes to additional professions, one per month
- Phase 3 – November 2008 Revise and roll out to additional tranches of professions

For registrants : on-line renewals

We are currently in the early stage of developing a system allowing registrants to renew electronically.

HPC provide each registrant and authentication card when they register and a one –off activation code

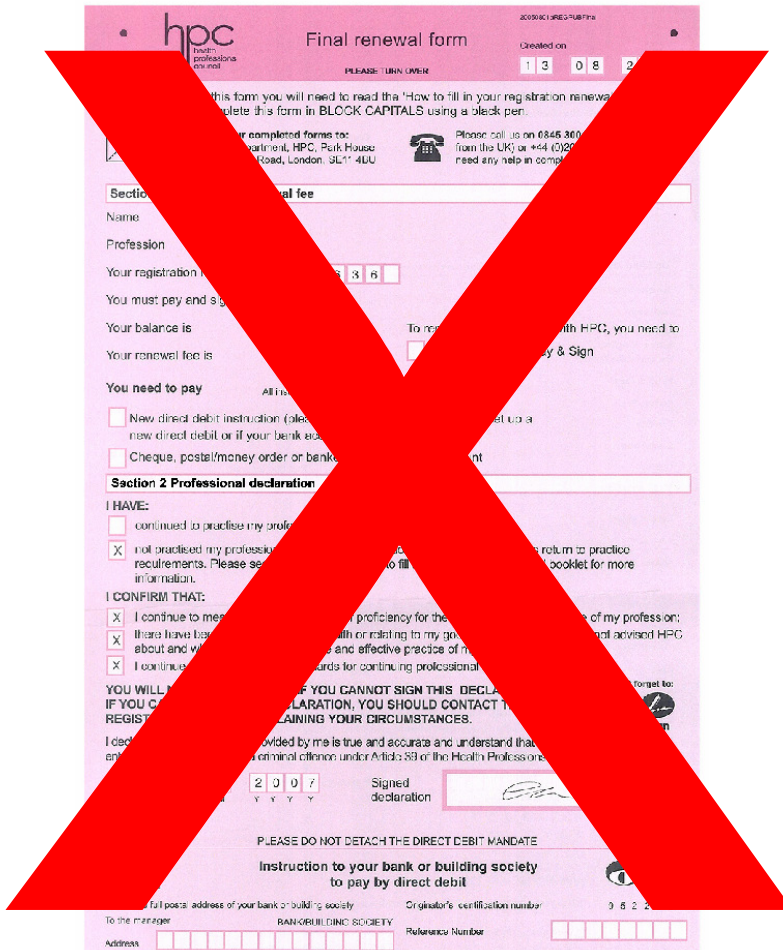
One off activation code

X!Ytt56795\$9@790

Authentication card



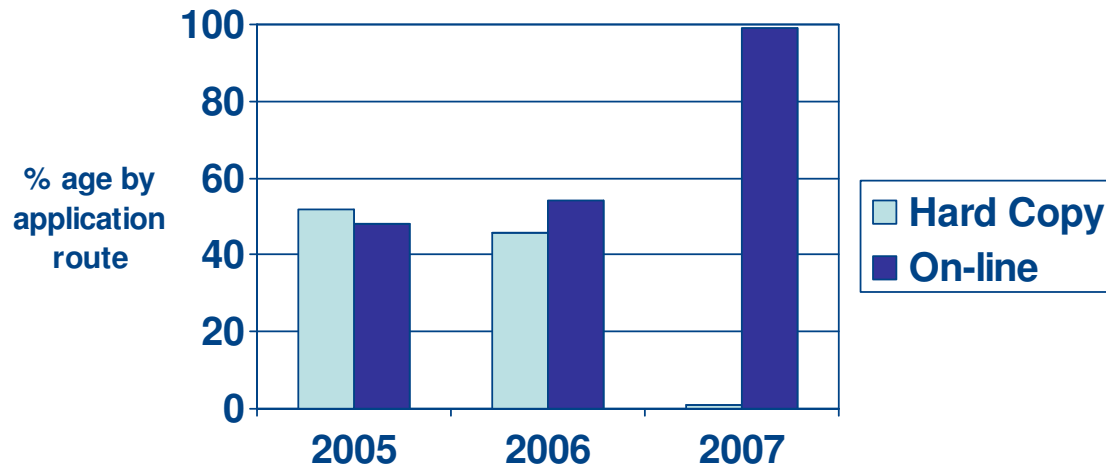
Without the need to send HPC a hardcopy, physical signed declaration, unless requested.



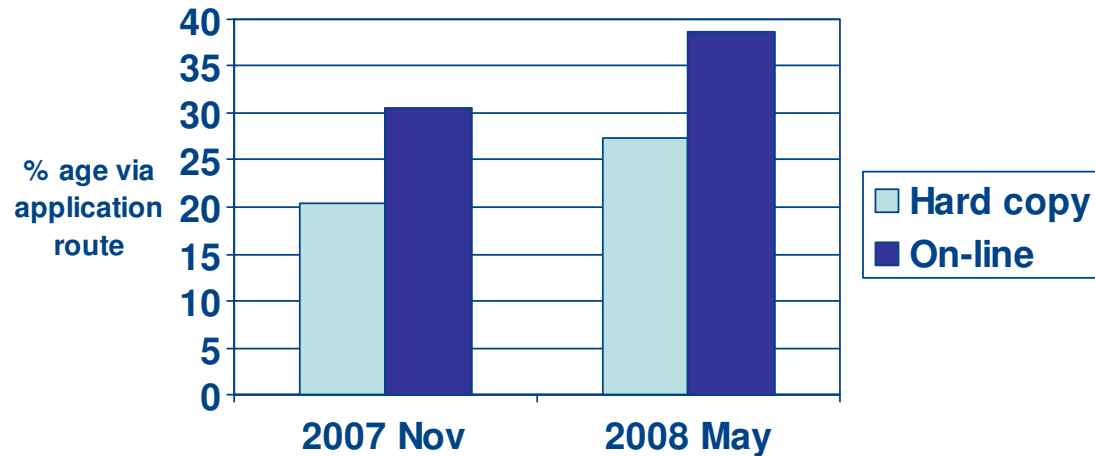
Forecast take up rate of HPC's on-line renewal system

General Medical Council had considerable take up rates with on-line applications

Phase 1 - UK application route only



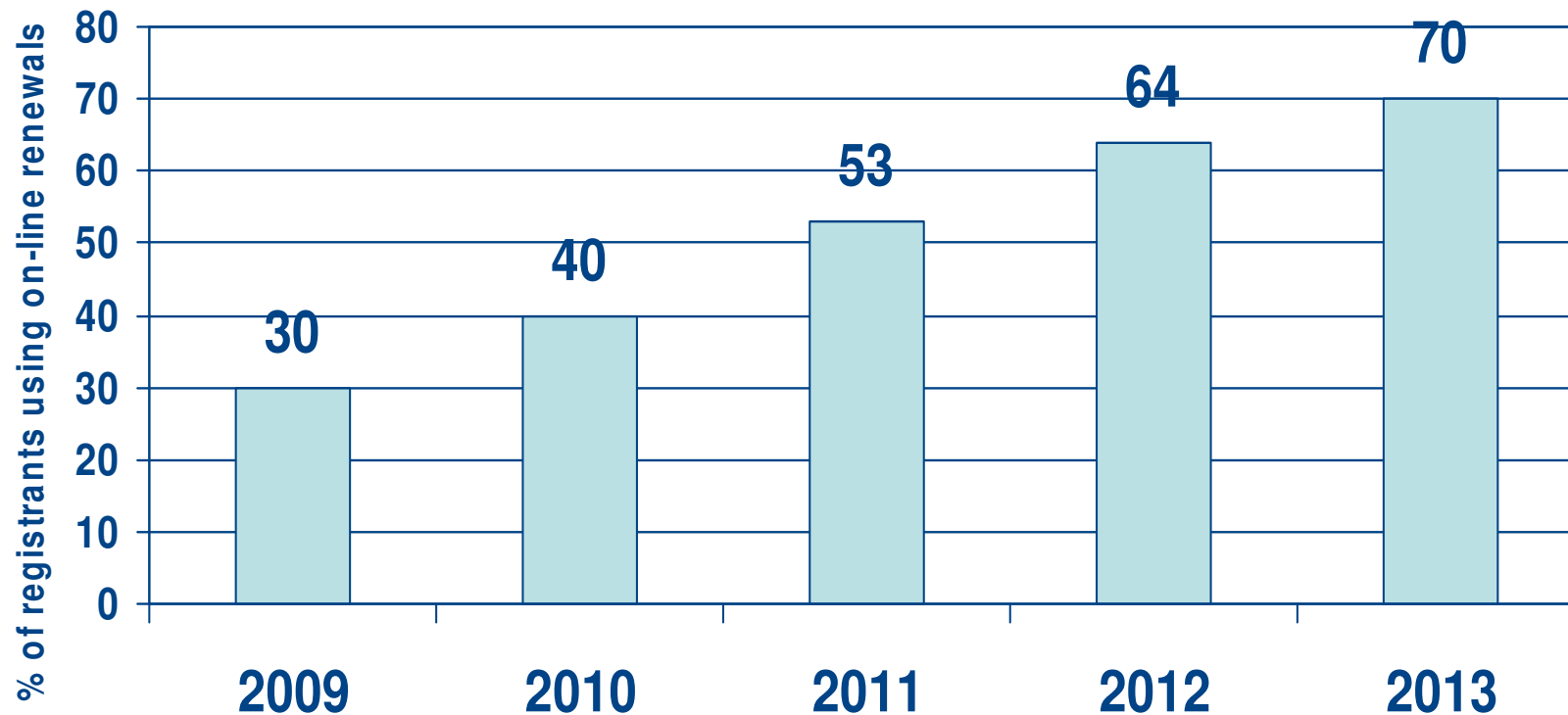
Phase 2 - UK & international application routes



Other regulators have since seen a considerable take up rate of on-line services

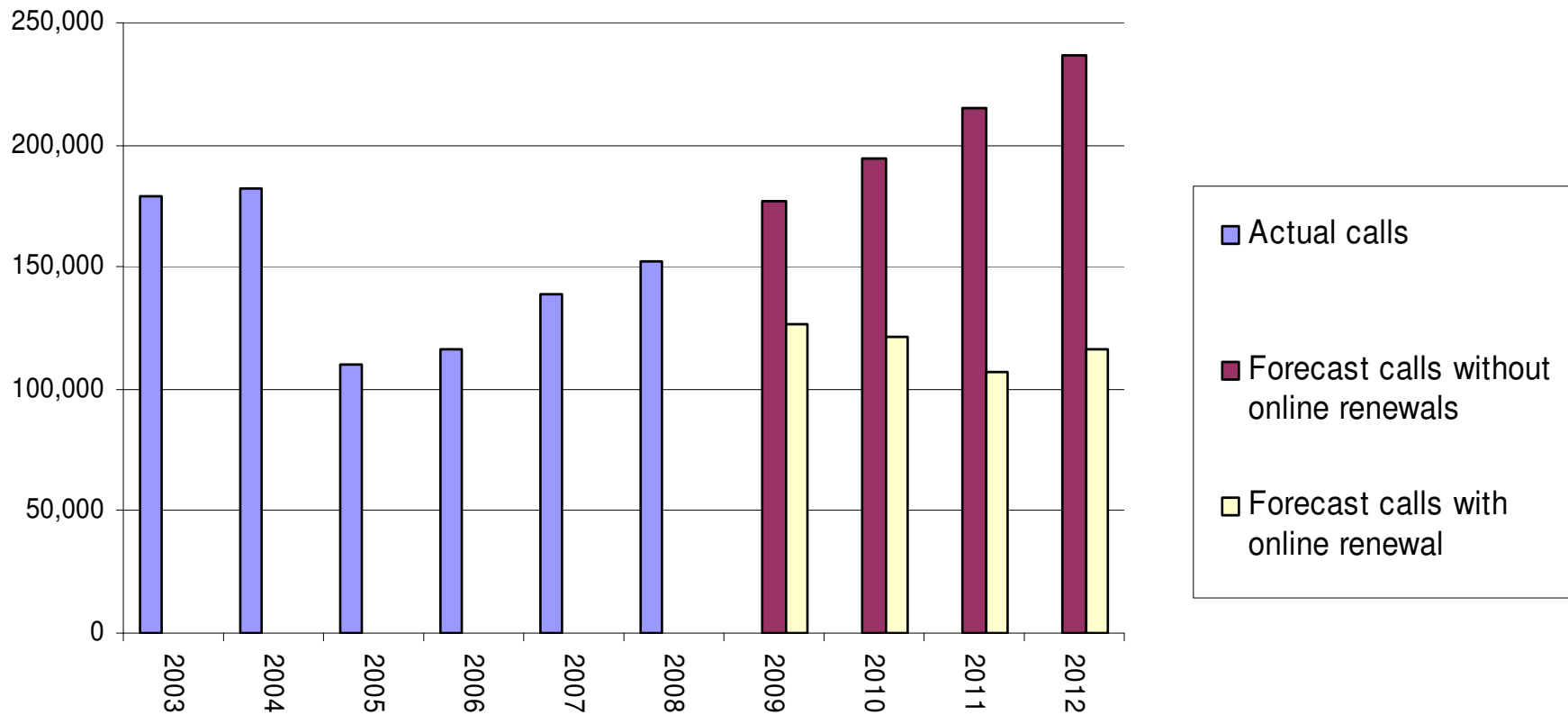
- Royal Pharmaceutical Society of Great Britain have seen a take up rate of **30% 2006**, 40% 2007, **53% 2008**
- The state regulator in Delaware, USA has seen a **90% take up** of on-line renewals within 2 years
- Physiotherapist regulator in Ontario Canada has seen a **85% take up** of on-line renewals in 2 years
- Dietitian regulator in Ontario, Canada has seen a **60% take up** of on-line renewals in 1 year
- HMRC on-line self assessment service has seen 16.6% growth in take up 2007-2008

We anticipate take-up rates for on-line renewals to be 30% in 2009, 40 % in 2010, 53% in 2011, and 64% in 2012.



Quantifiable benefits

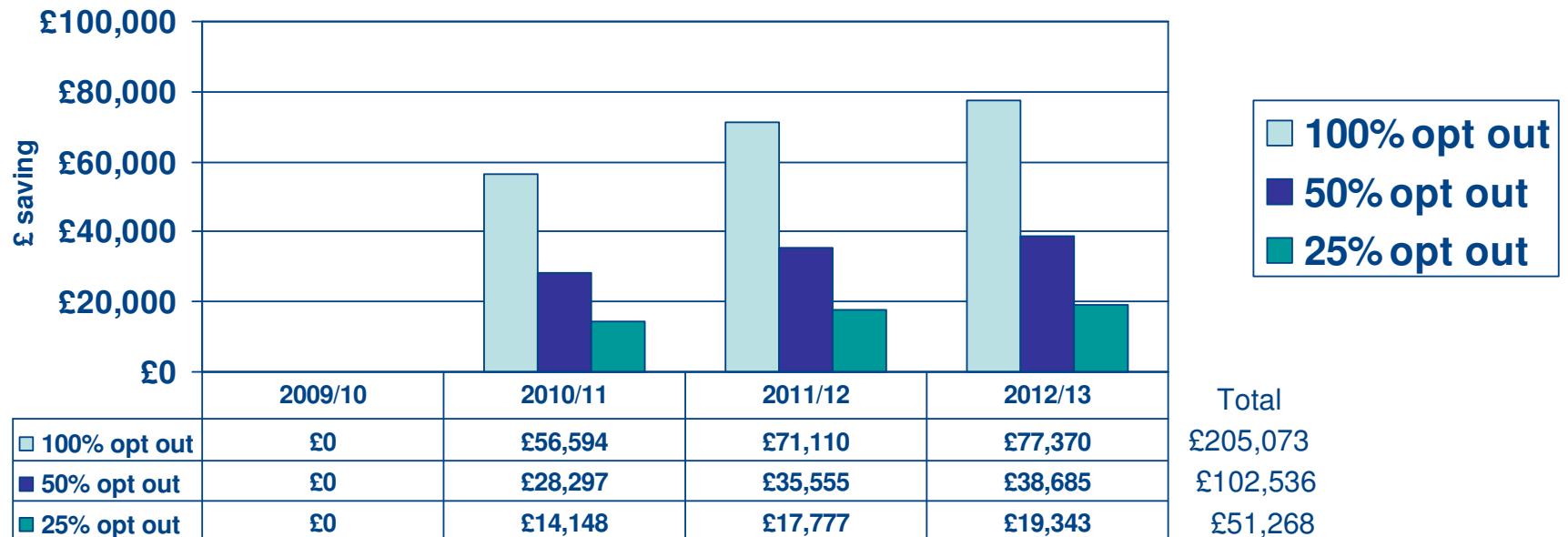
With on-line renewals, we expect calls to be significantly reduced, possibly back to 2005 - 2006 registrant/call ratios.



- Assumption: There will be a 5% net increase in on-line renewal customer service related calls

With on-line renewals, we expect a significant reduction in hard copy renewal form costs.

- Cost per registration renewal form is 77p
 - Renewal form 37p
 - Overlaying renewal details and name 9p
 - Outgoing C5 envelope 4p
 - Postage 27p



- All registrants must initially receive a hard copy renewal form in 2009 and proactively decide to opt out for future years. Assumes no postage increases

With on-line renewals, we expect not to increase registration employees by another 10 people in 2009. A cost saving of £200,000.

- In order to meet the increase in registrants expectations in processing renewal forms and with increased demand for telephone transactions, the Registrations department would need to increase the full time equivalents (FTE) by 10 registration advisors
- 10 registration advisors on a package of £20,0000/p.a.
- Saving of £200,000

Unquantifiable benefits

Unquantifiable benefits

- Provides an additional customer service channel outside of office hours
- Improves customer service in the call centre
 - Spend less time on simple calls ie. *“have you processed my registration renewal?”* and more time on value-added calls ie *“Why does my registration renewal say I need to pay £36?”*
- Benefits to employers
 - Fewer registrants having to be downgraded to assistant
 - Fewer registrants having to work as an assistant
 - Less impacts on patient care

Benefits to registrants

- Instant confirmation of transaction after completing details
- Independent of the postal service and of hardcopy renewal forms
- Renewal from anywhere – home, work, on holiday, abroad
- Self-service address changes
- In the future, we will be able to get registrants to change/check additional information

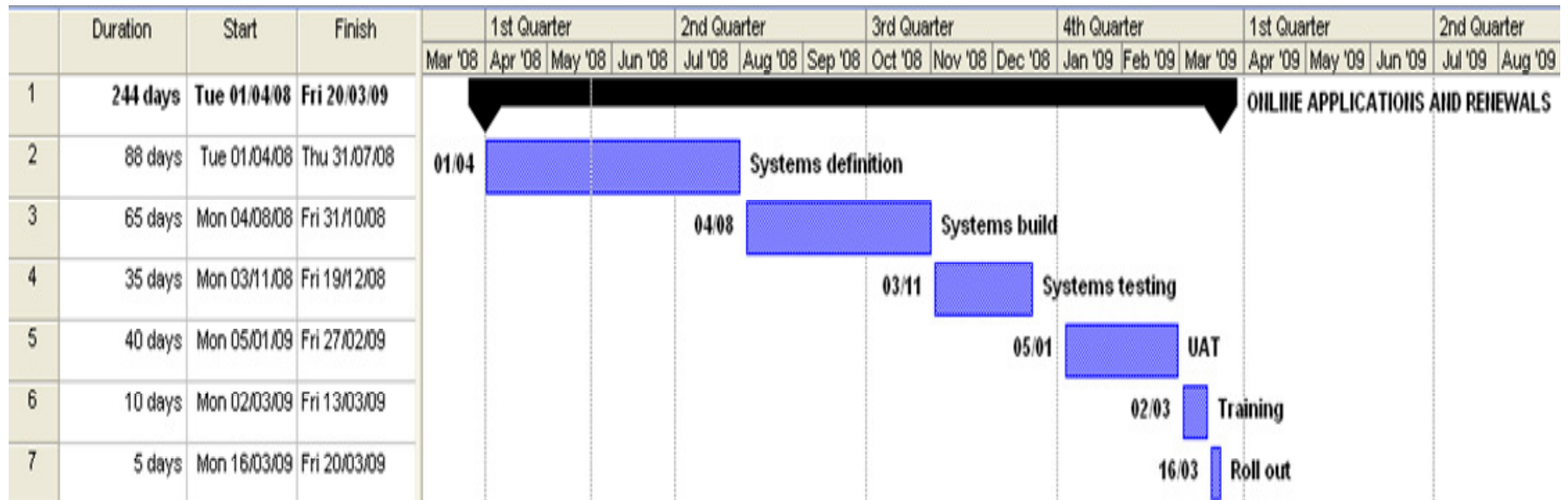
Benefits to the environment

- Reduction in paper – destroy less trees!

Delivery

Development of on-line renewals has started and is targeted for completion by March 2009

- In 2008/2009 budget (£300,000, CAPEX; £22,000, OPEX)
- In 2008/2009 IT, Projects and Registrations work plans



This project will break many boundaries at HPC

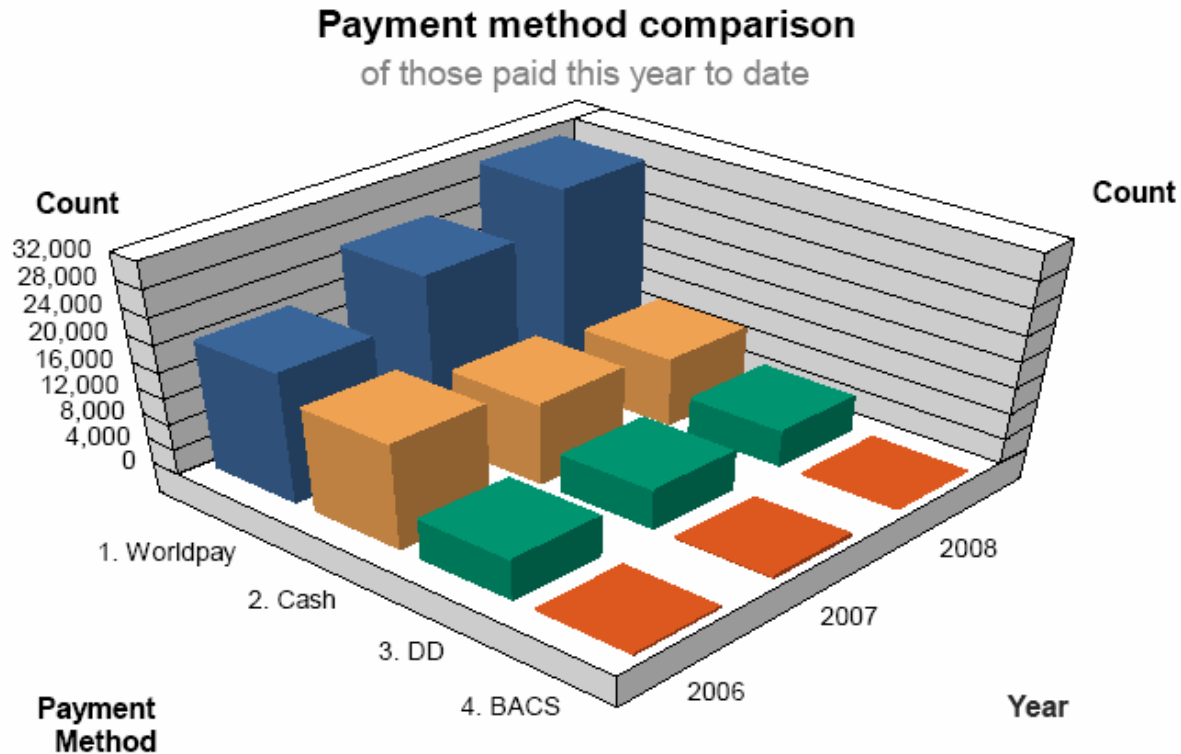
We are bringing in additional expertise to help design and build the application addressing:

- Security
- Usability
- Accessibility
- Performance

Reference section

Royal Pharmaceutical Society of Great Britain's payment method take up rates. Worldpay is their on-line payment system

14/05/2008



As part of the push by the then Department of Deputy Prime Minister's local e-gov initiative , significant investment and analysis was made into the provision of on-line services by local government.

Information on channel selection from London Borough of Lambeth/Suffolk

In three years time, which one of these would you prefer to use when obtaining information about local council services? (2001 survey)

